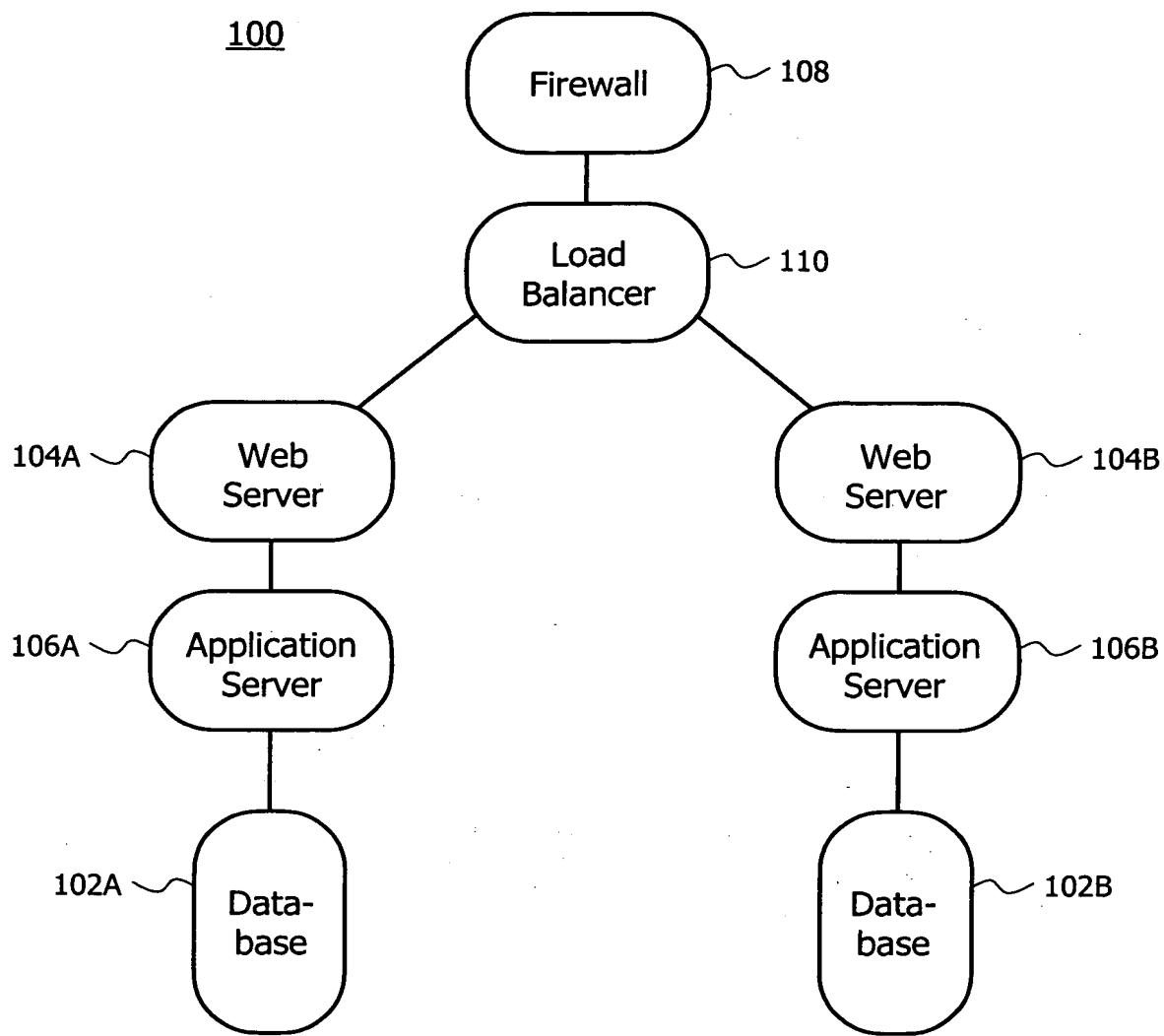


### 3-Tier System



**FIG. 1**

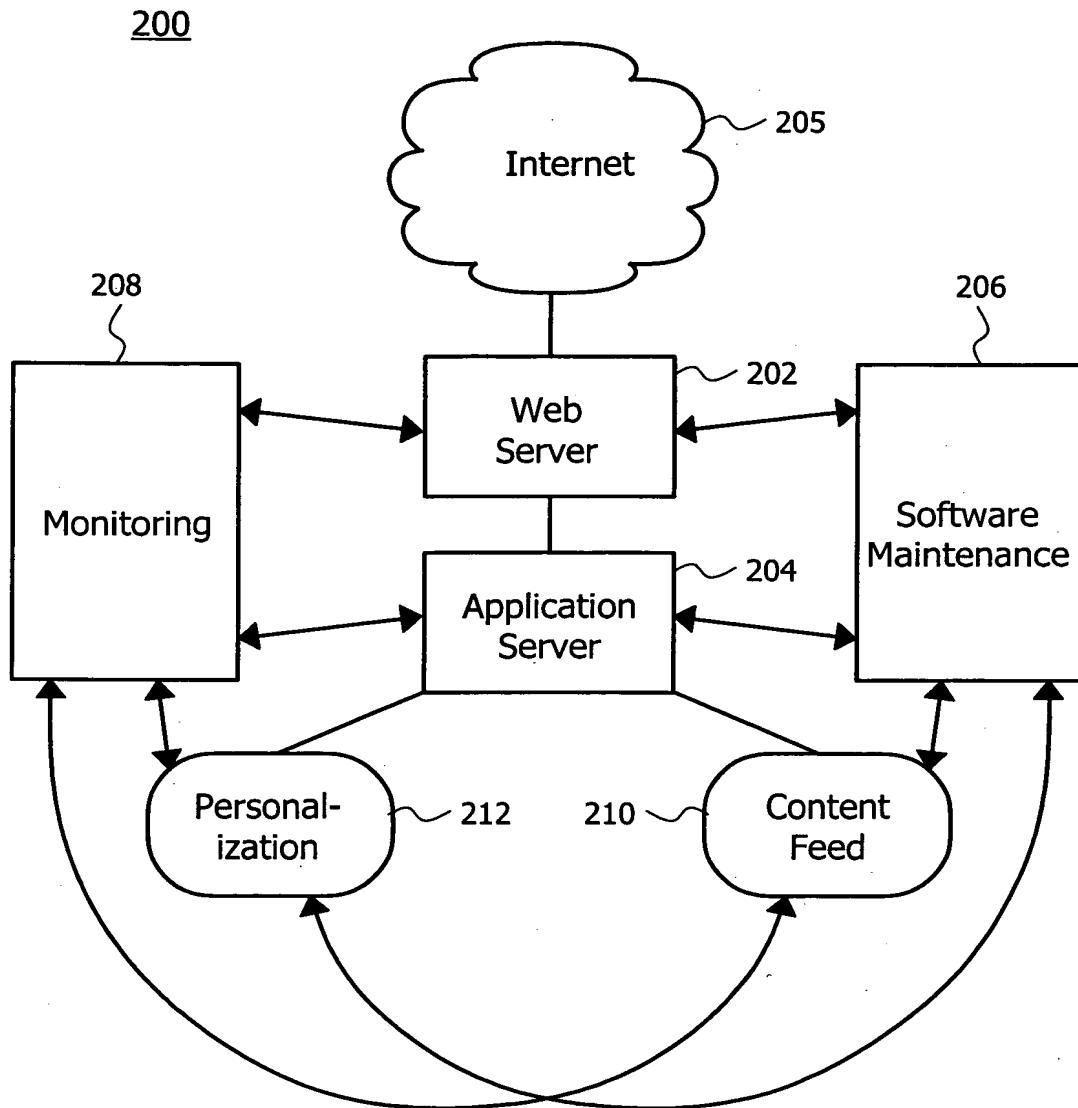
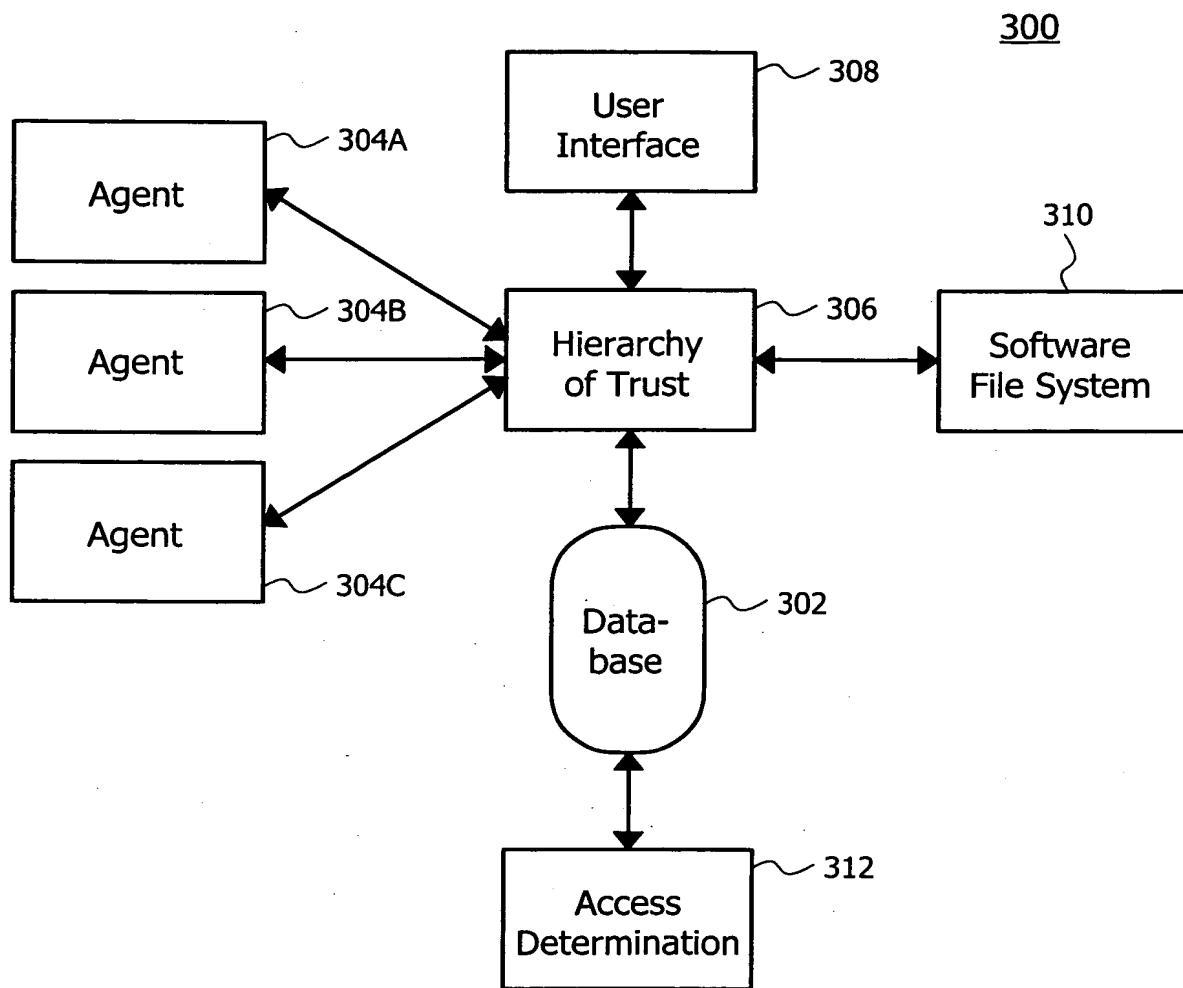
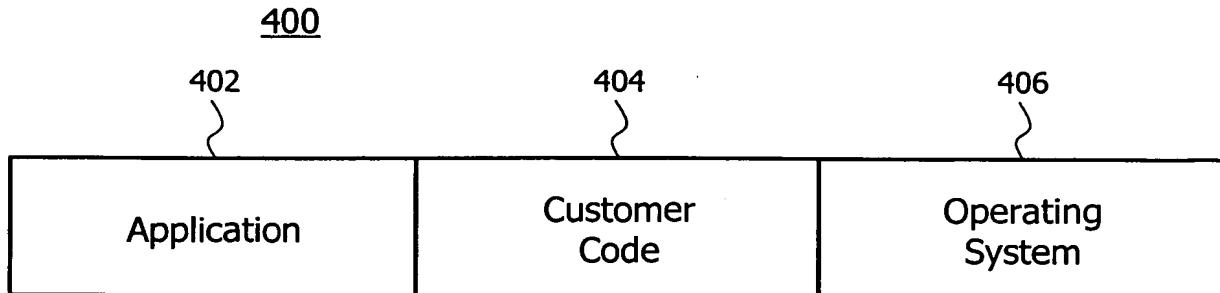


FIG. 2



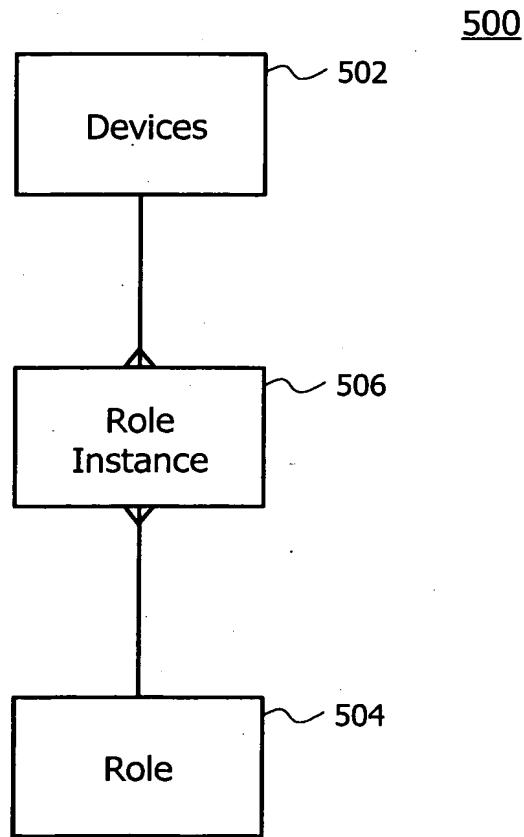
**FIG. 3**

### Customer Role Package



### FIG. 4

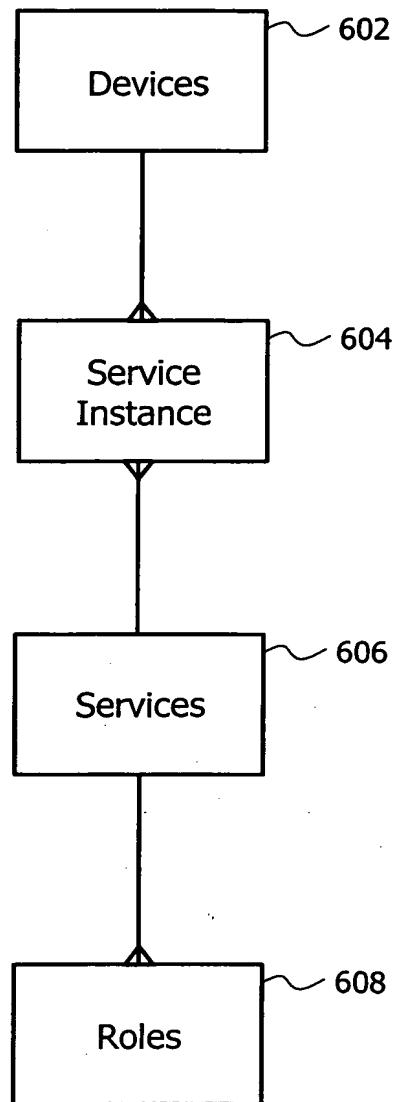
### Role-centric Model



### FIG. 5

Service-centric Model

600



**FIG. 6**

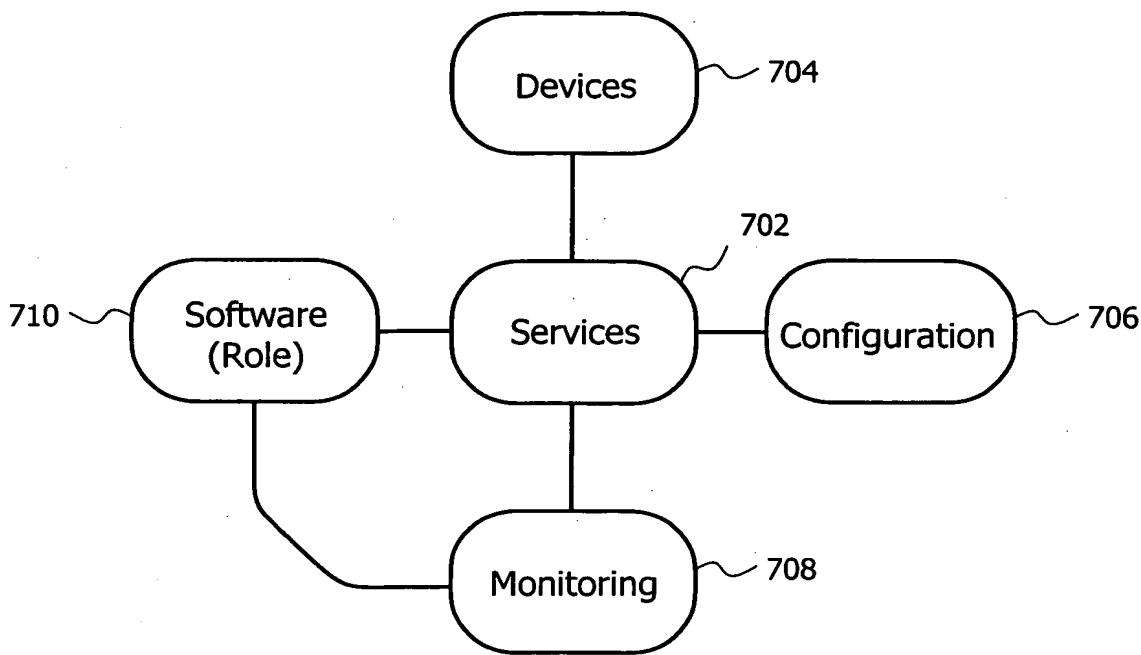


FIG. 7

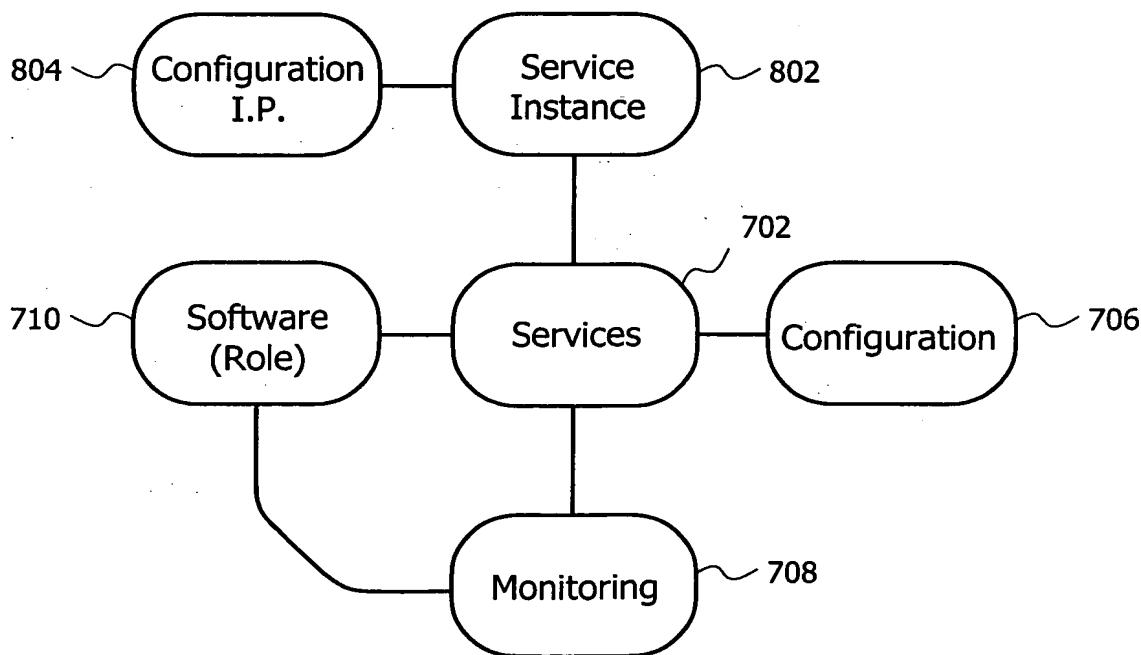


FIG. 8

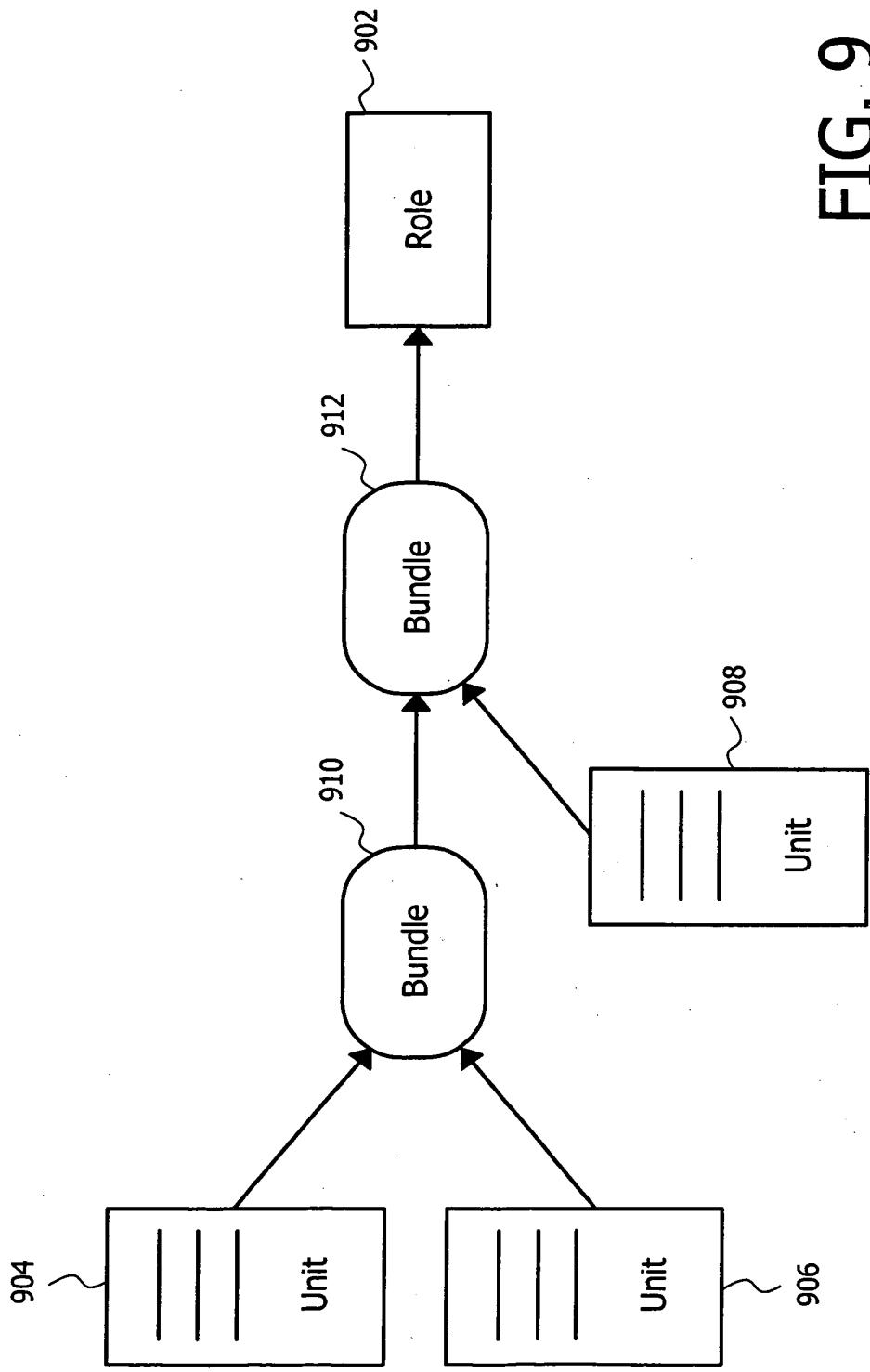


FIG. 9

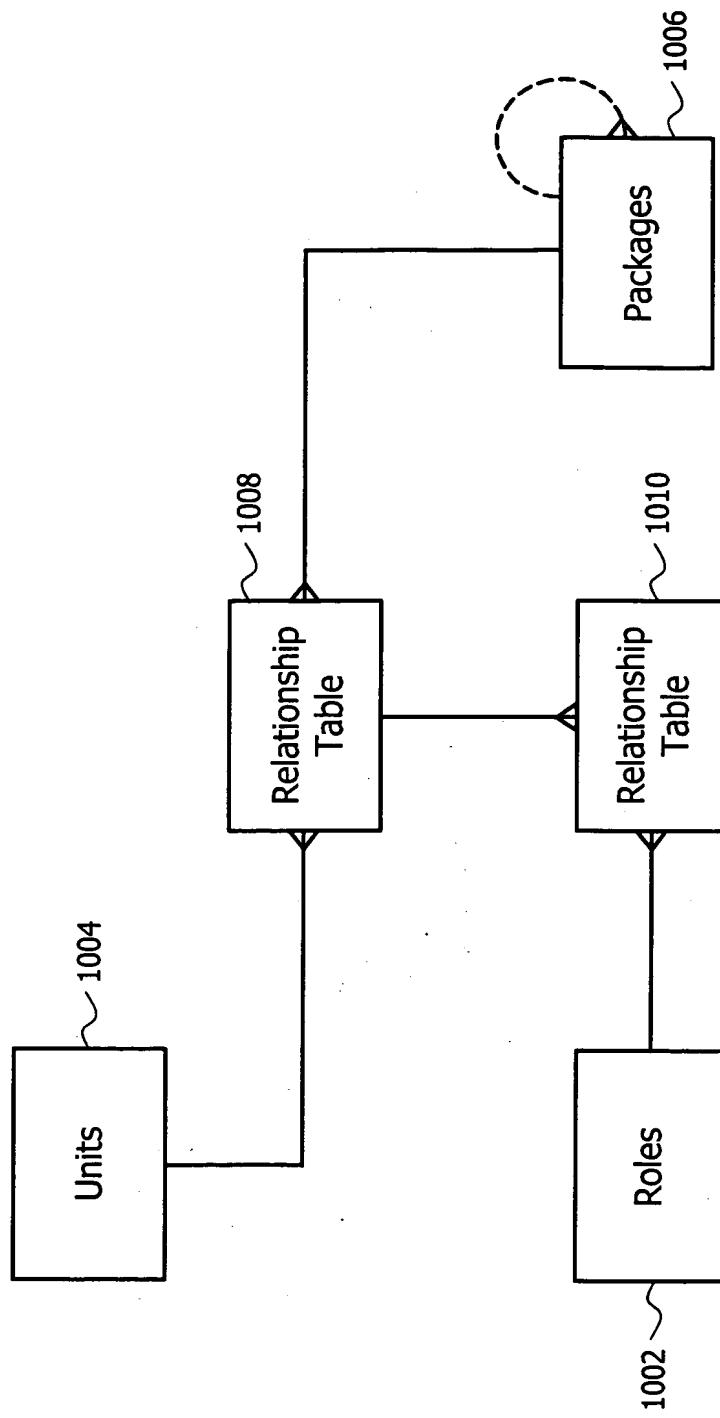
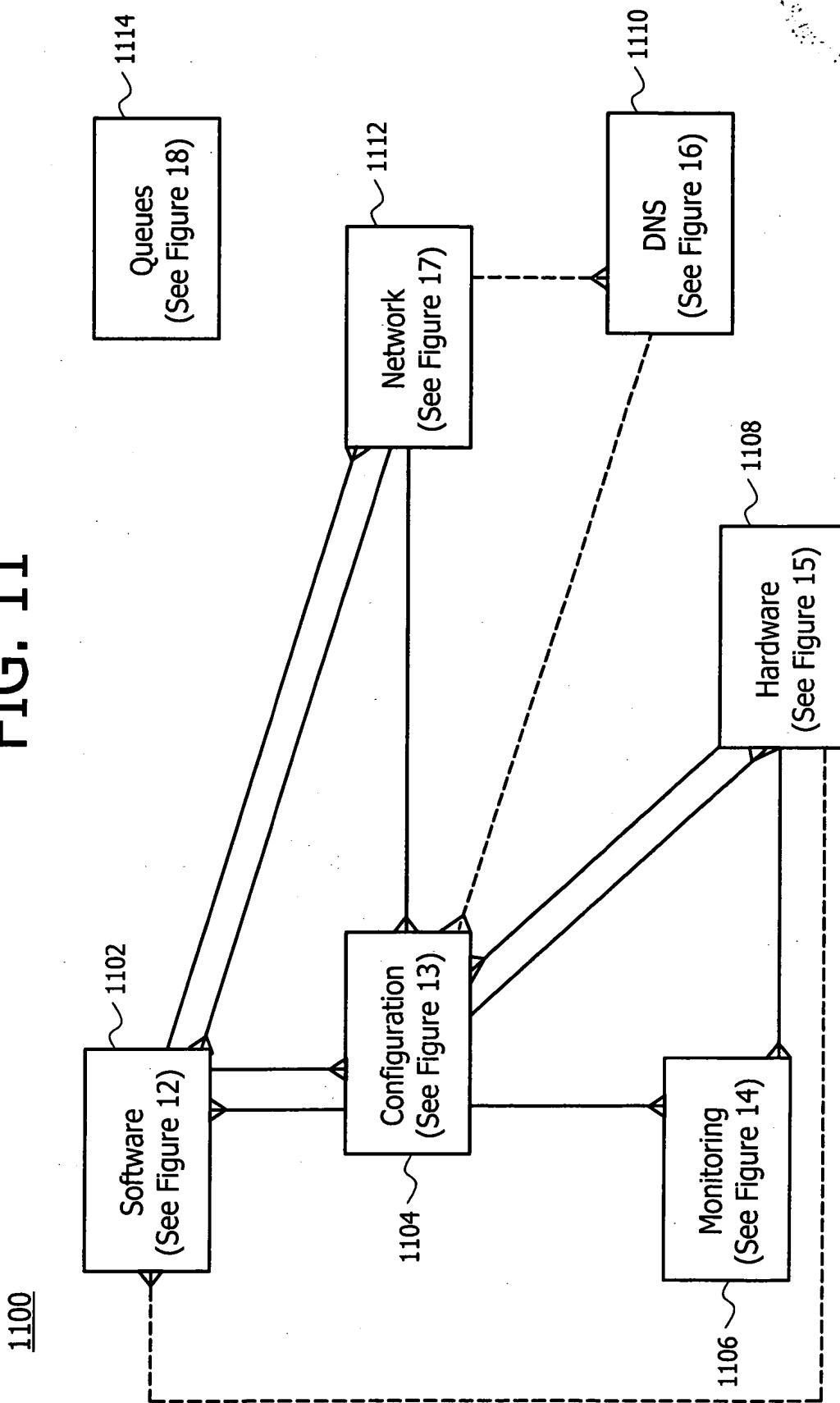
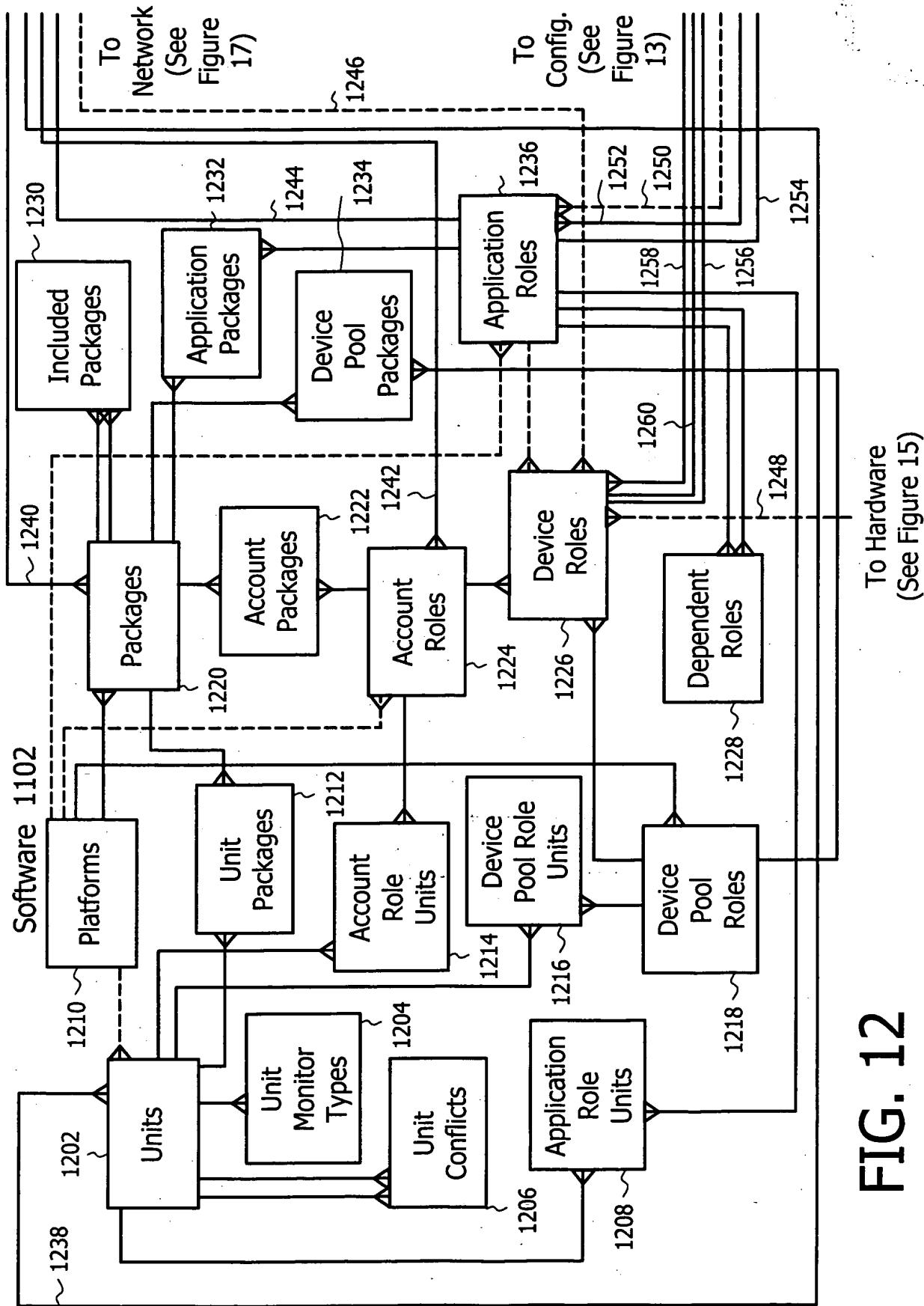


FIG. 10

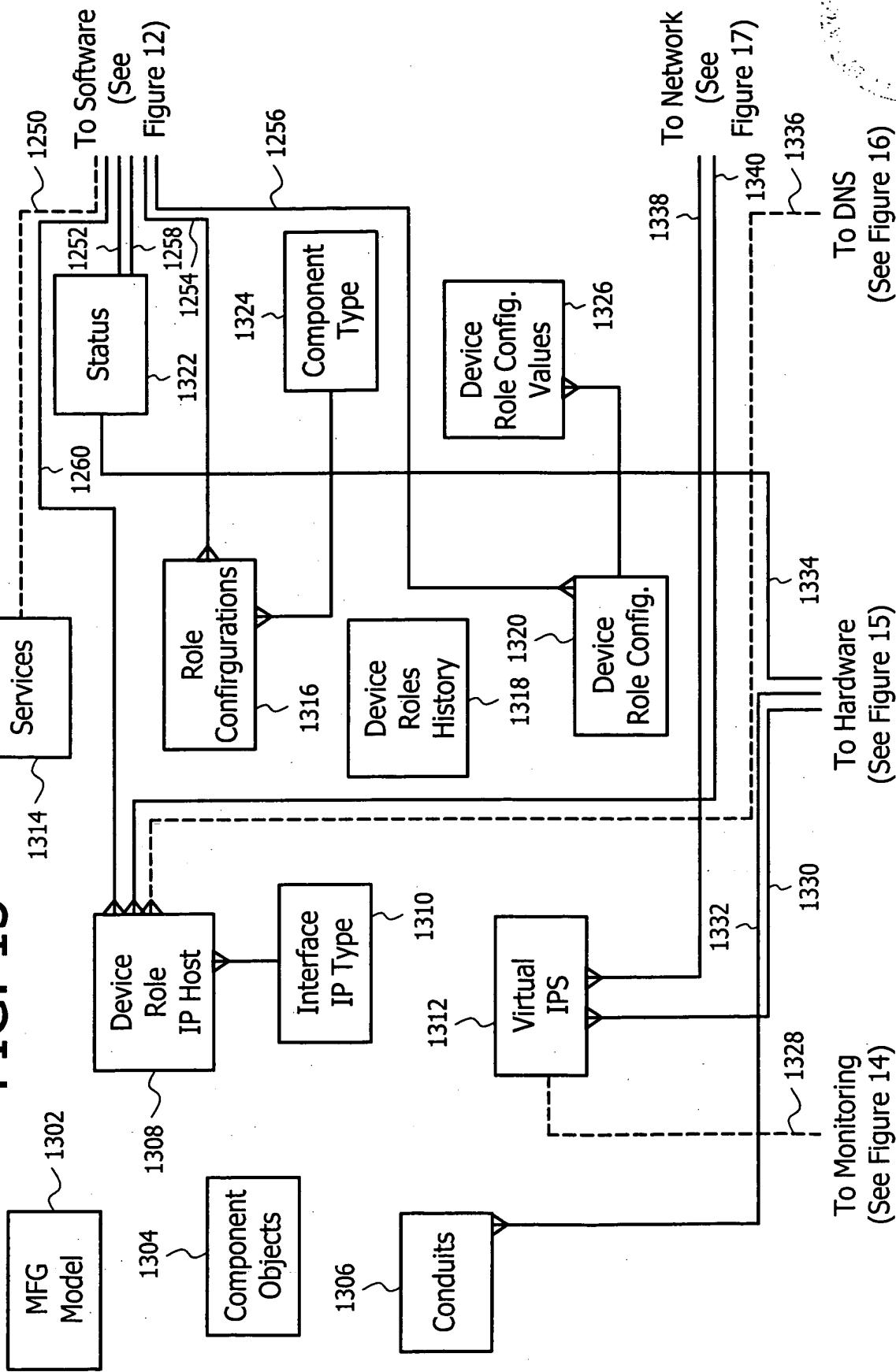
**FIG. 11**





**FIG. 12**

**FIG. 13** Configuration 1104



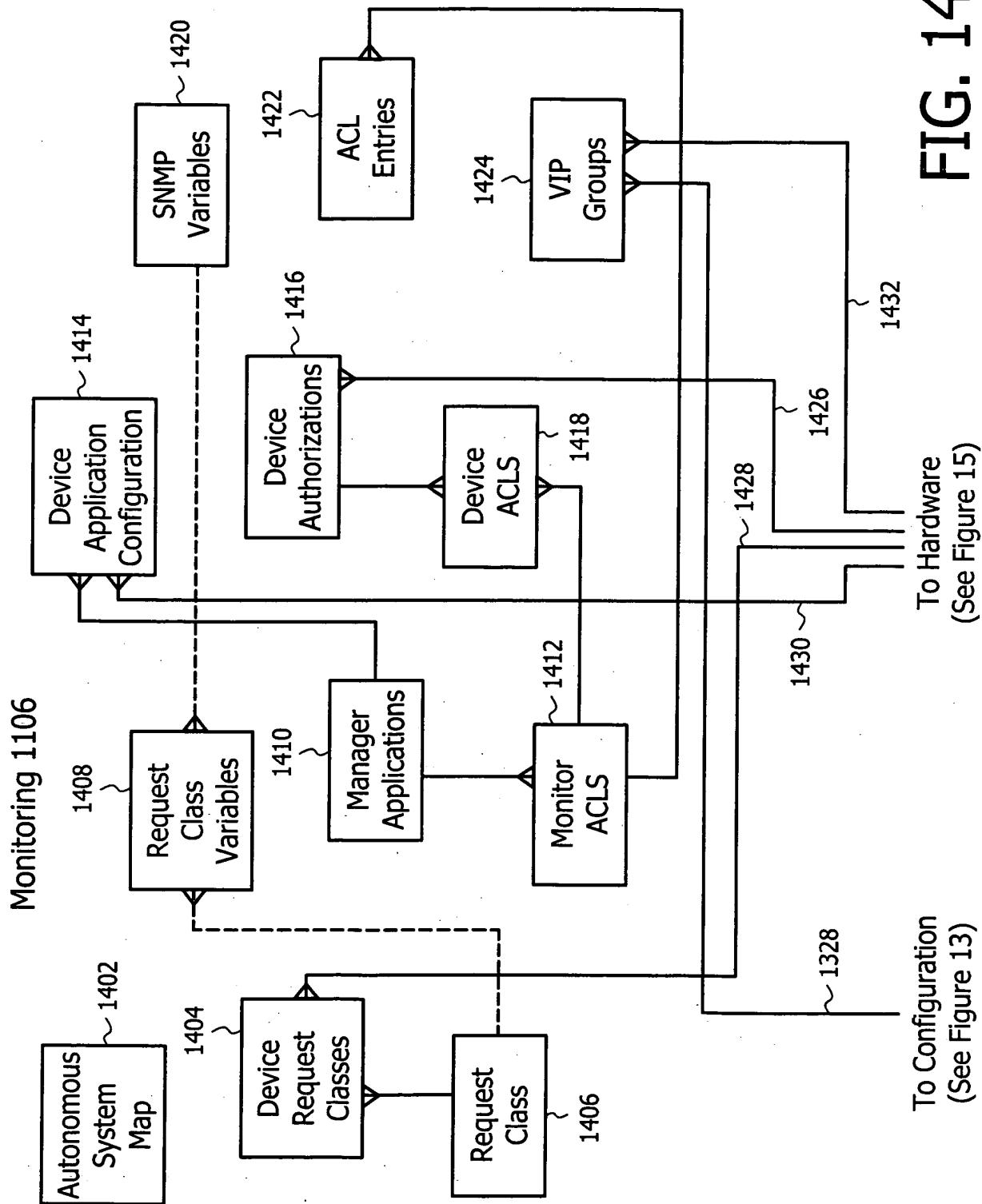
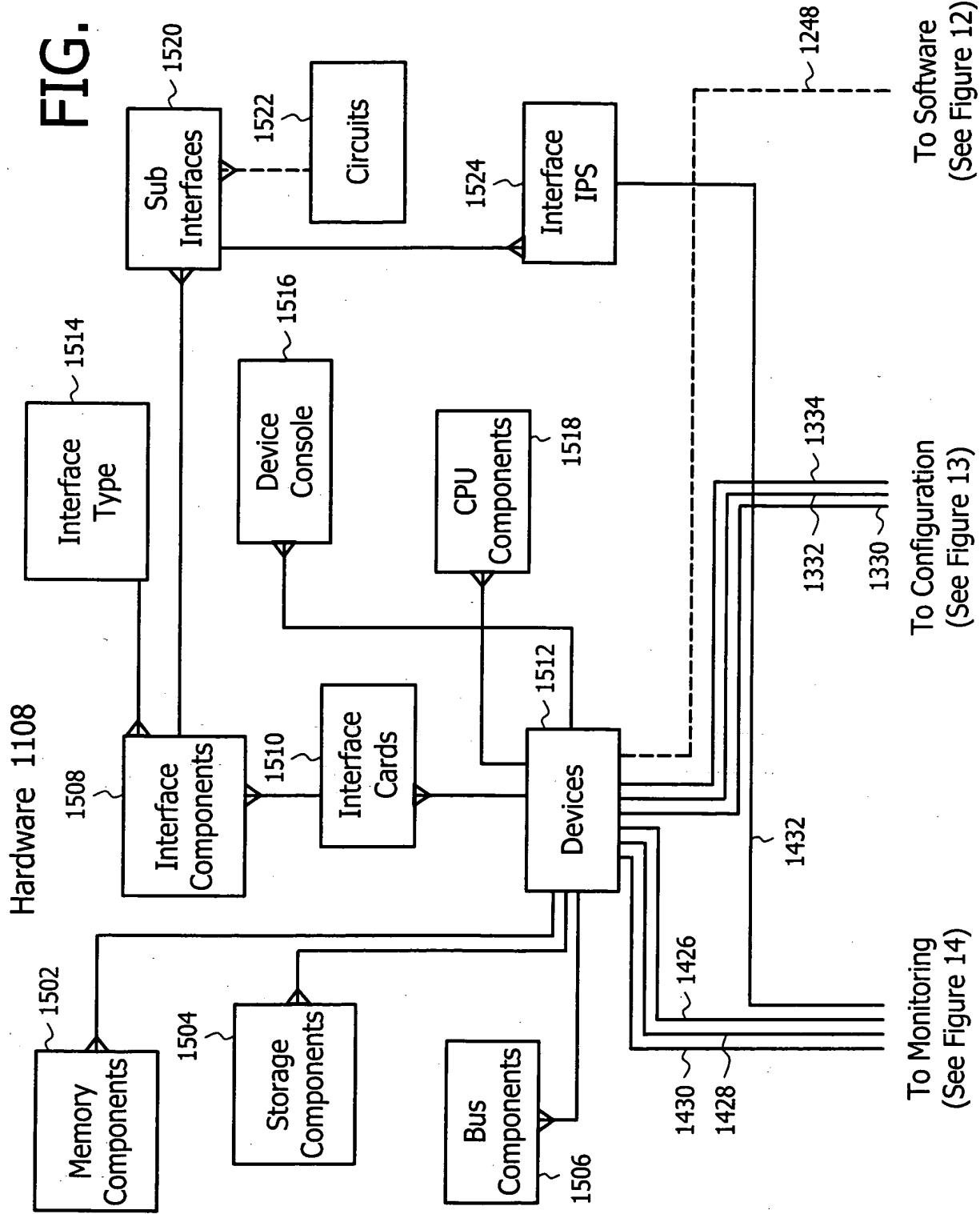


FIG. 14

**FIG. 15**

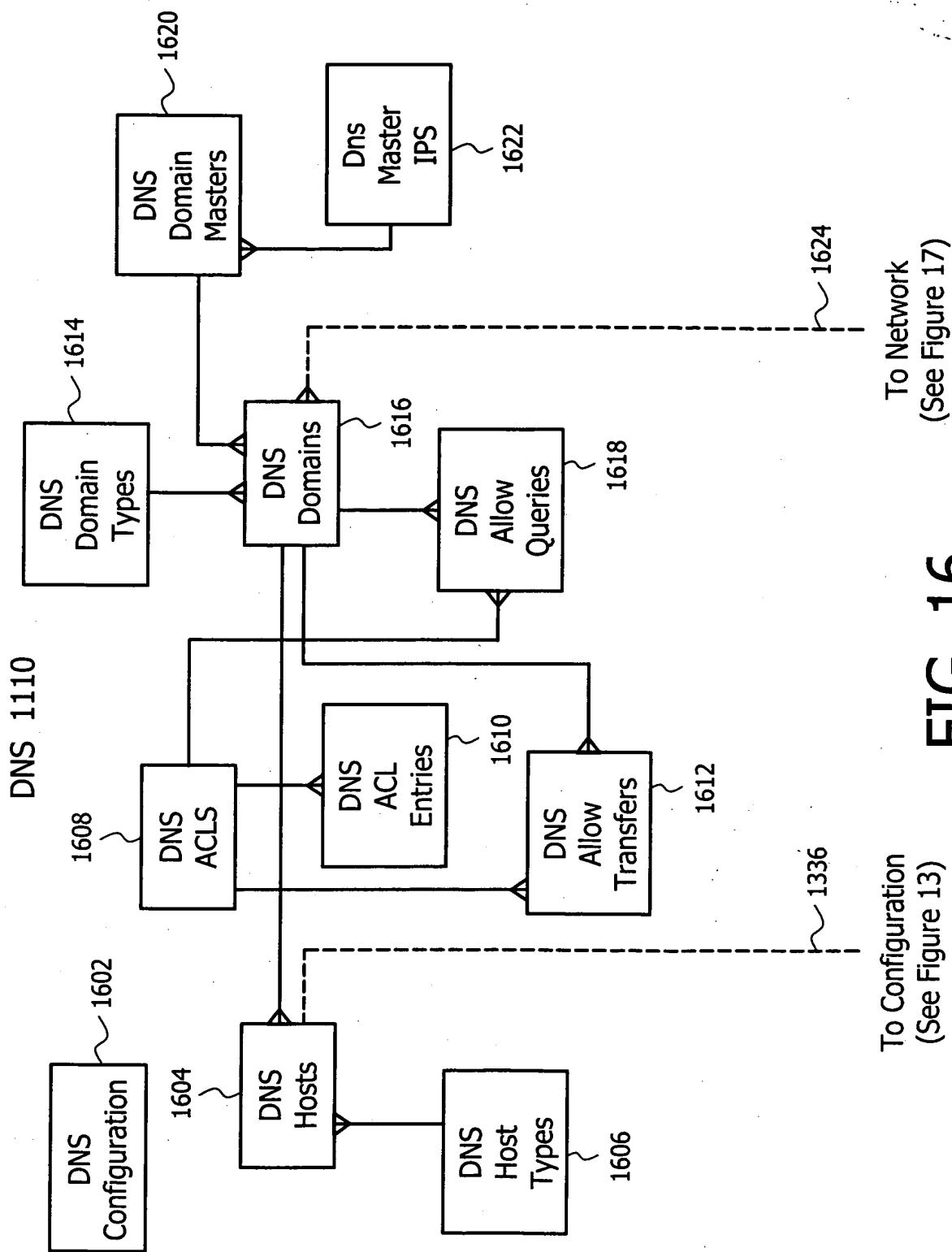
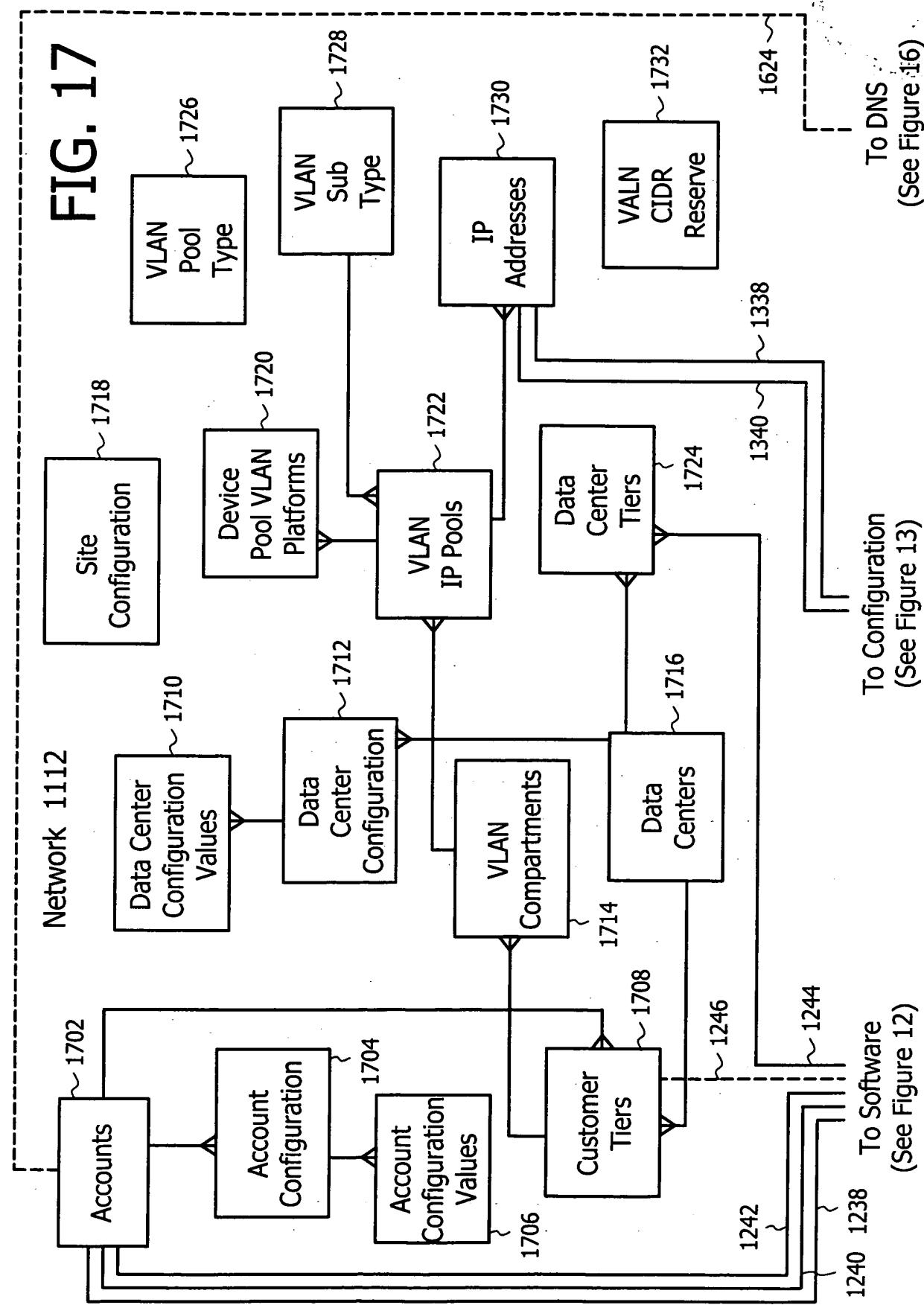


FIG. 16



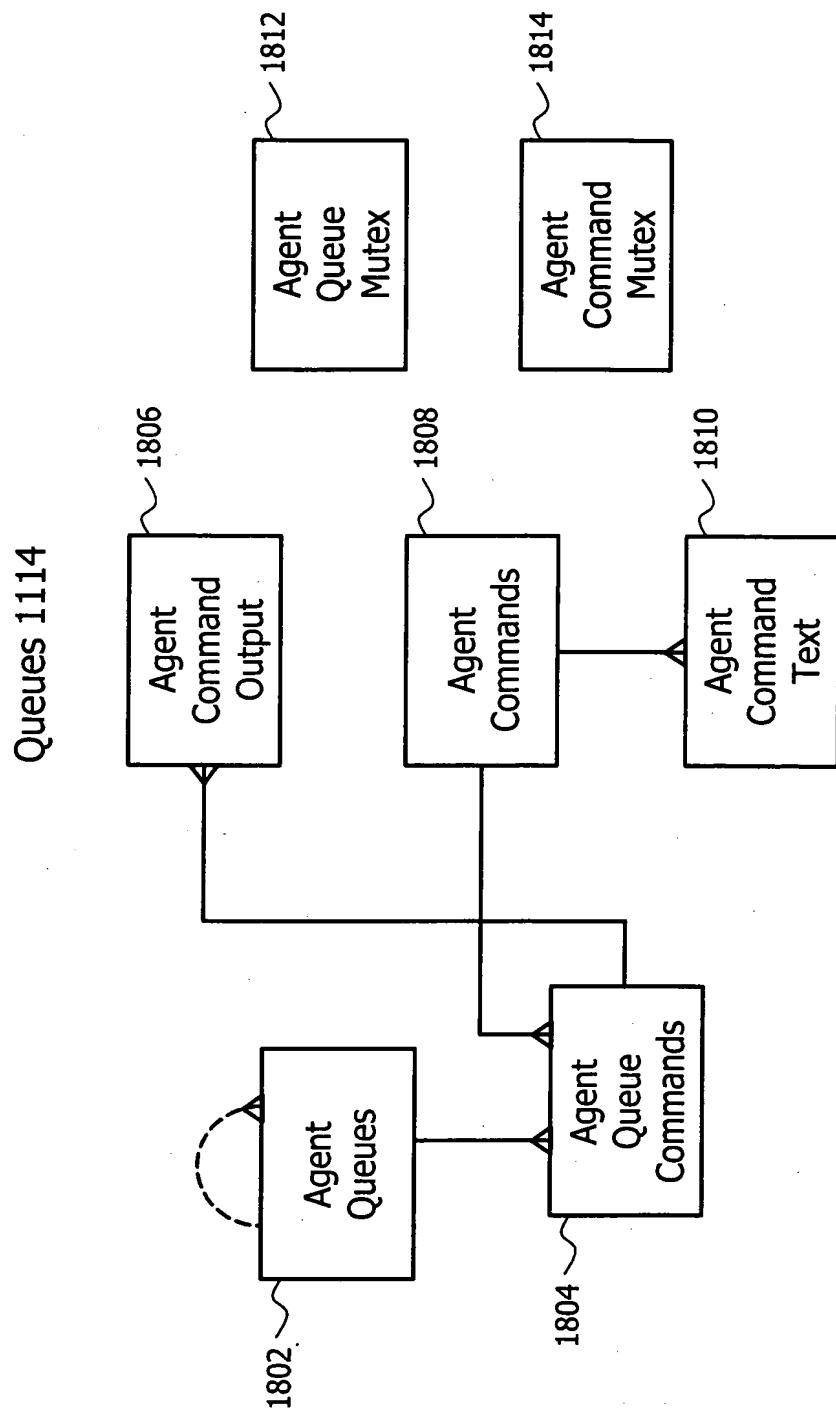


FIG. 18